

RECEIVED
CENTRAL FAX CENTER

MAY 19 2004

IN THE UNITED STATES PATENT AND TRADEMARK OFFICEArt Unit 2642
Examiner Nguyen, Quynh H.

In Re: Joel Frederick Kilpatrick
Case: RSW920010091US1
Serial No.: 09/884,776
Filed: 06/19/2001
Subject: Method and Apparatus for Skills-Based Task Routing

To: The Commissioner of Patents
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir;

Response A

OFFICIAL

6/A

SMC

5/24/04